

**IME Business and Labor Advisory Team Meeting**  
**August 13, 2024**  
**9:30 AM – 11:30 AM**

**Present:** Kristen Baldwin-Boe, Melissa Dunbar, Tanya Weber, Troy Parks, Nancy Adams, Shannon Rushing, LaNae Lien, Dane Henager, Gary Kolonja, Azadeh Farokhi, MD, Chantelle Yeager, Dianne Whitten, Gennia Wellington, Knowrasa Patrick, Ann Silvernale

**Guests:** Joann Willyerd, Jen Lybert, Micki Kholer, Breanna Deuel, Lee Thomas, Carolyn Logue

**Absent:** Karen Jost, Kathy Potvin, Cherelle Fischer, Donna Egeland

**Brief Summary of Activities:**

- Announcements, Safety Message, & Introductions
- IME Program Updates
- SHB 1068 IME Recording Implementation
- Updates
- Open Discussion

**Announcements & Safety Message:**

Introductions were made and Troy reviewed Zoom meeting etiquette. The agenda was reviewed.

The safety topic is about wildfire smoke. There is a department of ecology site that shows where there are wildfires and smoke. Try to limit very physical activity outdoors. Sometimes N95 & N100 masks can help, but will not work for everyone. Air cleaners, especially ones with HEPA filters with charcoal, can help remove air particles indoors.

**IME Program Updates:**

**Examiner Pool Update – Troy**

Troy shared the quarterly report that lists the newly approved & recently removed examiners. The location of this report on the IME webpage and the link to the website was also shared.

Troy gave a brief update on the examiner pool. The top 4 specialists and the total number of examiners have remained fairly consistent. The number of in-state and out-of-state examiners has remained consistent with about 29% of examiners that are out-of-state.

The suggestion was made to look at active examiners and include in-state compared to out-of-state.

**Interpreter Services – Troy**

The new interpreter scheduling system was implemented in July. It is used for scheduled and on-demand appointments. They are able to schedule in person and over the phone, and video interpretation will be rolled out at a later date. CTS Language Link will be available through December for on demand telephonic interpreter services.

The number of authorized providers and schedulers, as well as the number of Language Access Providers (LAPs) currently in the system. There are more LAPs that are in the process of completing their registration.

**Quality Review – Tanya**

Tanya shared the total number of quality reviews done in the last four years. Telehealth had previously been reported under the date of IME rather than date of review like the other reviews. This has been updated so all reviews are tracked by the same type of date.

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Tanya explained her quality reviews capture about 20 different data points. She looks at what has happened before, during, and after the IME. If there are any trends that are concerning or complaint trends, if quality concerns are identified the IME Review Team will evaluate next steps.

The number of new examiners with no billable IMEs were looked at from 2022-2024. Examiners were counted for each year they had no bills.

The number of renewing examiners with no billing data are identified and then we check to see if those examiners are working for self-insured employers. We request SI reports to review when there are no state fund IME reports to review. There were only 29 renewing examiners in 2024 that had not billed. The numbers show that most examiners are doing at least a few exams a year.

Increase of inactive examiners in 2023 may have been due to the recording rule that went into effect in July 2023.

If there is anything else you'd like to see, let Tanya know.

**MEH Updates – Kristen**

Kristen shared the updates to the (Medical Examiners' Handbook (MEH)). The MEH is updated every year on July 1. The MEH update page was shared. The updates page is in the MEH after the cover page.

**SHB 1068 IME Recording Implementation –Knowrasa & Kristen**

Kristen shared the communication updates that have taken place since the last meeting. There is an updated FAQ posted online, the worker notification WAC and firm expectations were added to MEH. A reminder communication was sent to the firms summarizing best practices. The scheduling system has been updated and there is an updated notification insert the workers get with their appointment letter with contact information for the firms. There had been some trouble getting notifications to the firms so this insert has the correct contact information including email addresses.

The department also hosted listening sessions regarding recording impacts, forensic IMEs, and third party recordings.

Knowrasa said that between the listening sessions and a debrief meeting, there was a lot of good feedback to help the department move forward. The decision was made to move forward with co-recording rules and a pilot for third part recording.

The plan is to file the CR101 this month. There is currently no date for the CR102. A workgroup is trying to get the third party recording pilot developed. Staff viewed a demo this morning from a group that may suit the needs for the pilot.

**What are you seeing? – All**

Chantelle shared Boeing information from July 1, 2023 through June 30, 2024. About half of the IME referrals do not happen. There were about 806 referrals, 414 were completed. Of the cases not completed, about half were canceled with enough time to avoid being a late cancel. The other half were either canceled late or a no-show. A lot of those were due to recording, and about half of the workers were represented.

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**Updates:**

**Claims – Nancy**

There are no big updates. Staff are continuing to work through cancels and no-shows. The numbers are not as high as Chantelle's numbers, but they are still disruptive to the claims process. In the last meeting it was shared that the addendum criteria would be added to the MEH. Currently staff are mainly working through issues coming up around recordings.

**Scheduling – Shannon**

Shannon shared some IME referral stats. There were 15,455 referrals in fiscal year 2023. Those dates are July 1, 2022 through June 30, 2023. The new data is from July 1, 2023 through June 30, 2024. The lowest number of referrals was in the second quarter of 2022 when there were 12,637 referrals. In the last fiscal year there were 14,924 total referrals.

**Self-Insurance – LaNae**

No updates from Self-Insurance.

**Open Discussion:**

No other questions or comments.

**Future Meetings:**

<b>Tuesday</b>	<b>December 10, 2024</b>	<b>9:30am – 11:30</b>
<b>Tuesday</b>	<b>April 01, 2025</b>	<b>9:30am – 11:30</b>
<b>Tuesday</b>	<b>August 12, 2025</b>	<b>9:30am – 11:30</b>